

E-MAIL FORM FOR SUBMITTING CHANGES TO WEB SITE

FORM SUBMITTED BY: Dennis Hall
NAME OF COMPANY: SBCS, Inc. (SBC Long Distance)
DATE SUBMITTED: December 20, 1999
TELEPHONE NUMBER: 925-468-5217

PROJECT:

SBC Web Site

SHORT DESCRIPTION/TITLE:

Changes to "Non-Tariffed Services Provided by Southwestern Bell Telephone Company to Southwestern Bell Communications Services, Inc. – Designated Operator Services Agreement For Recording Services"

URL OF PAGE TO BE CHANGED OR LOCATION OF NEW PAGES:

http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html
and

http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html#12

DESCRIBE CHANGE:

RFC PRIORITIZATION STATEMENT: DUE DATE IS LESS THAN 7 DAYS WITH A MANDATORY SETTING OF "HIGH" PRIORITY. SBCS IS REQUIRED BY THE FEDERAL TELECOMMUNICATIONS ACT OF 1996 (FTA), AND RELATED RULES ISSUED BY THE FCC, TO PUBLICLY DISCLOSE ON THE INTERNET, ALL AFFILIATE TRANSACTIONS AGREEMENTS BETWEEN SBCS AND ITS AFFILIATED BELL OPERATING COMPANIES, WITHIN 10 CALENDAR DAYS OF EXECUTION OF SUCH AGREEMENTS. FAILURE TO COMPLY WITH THE FTA, AND RELATED FCC RULES, COULD RESULT IN FCC NON-APPROVAL OR REVOCATION OF SBCS' AUTHORITY TO PROVIDE IN-REGION, INTERLATA TELECOMMUNICATIONS SERVICES.

RFC Description: A new agreement entitled "Designated Operator Services Agreement For Recording Services" has been executed between Southwestern Bell Telephone Company and Southwestern Bell Communications Services, Inc. This new agreement needs to be posted on the Internet.

=====

- (1) Please add the following agreement name and establish as a hyperlink on the index page as the 11th bullet item on the list of agreements at http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html as described below (**addition shown in bold**):

- Data Processing and Technical Personnel Support Services (Stand-Alone)

☐ 12/23/99 – ASSIGNED RFC # 3383

☐ 12/23/99 – OKAY ON DEV. SITE

☐ 12/23/99 – OKAY ON LIVE SITE

- **Designated Operator Services Agreement For Recording Services** ✓
(Stand-Alone) [\leq Add]
- **Equal Access Consulting Services (Stand-Alone)**

(2) Please add the following agreement information and full text agreement following the "Data Processing and Technical Personnel Support Services" agreement information located at
http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html
 #11 as described below (**additions shown in bold**):

Designated Operator Services Agreement For Recording Services ✓

Description:

Services consist of providing Designated Operator Services (DOS) call recording services in accordance with the terms and conditions of SWBT's Access Service Tariff, Section 28, Tariff FCC No. 73 and Kansas Access Service Tariff, Section 28. ✓

Status: Active ✓

States Supported: All ✓

Pricing Methodology: Fair Market Value ✓

Agreement ✓

[\leq Load DOS Agreement here] ✓

DEADLINE:

23-December-99

TIME OF DAY:

1700

DEADLINE TYPE:

- Release BY date ...X
- Release ON date ...
- Release AFTER date ...

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Public Affairs

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IN THIS SECTION

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[CEI Plans and Amendments](#)
[Affiliate Agreements](#)
[Network Disclosures](#)
[Notices](#)
[Other Documents](#)

RELATED LINKS

Non-Tariffed Services Provided by Southwestern Bell Telephone Company to Southwestern Bell Communications Services, Inc.

- [General Services Agreement \(General Services Agreement\)](#)
- [Account Maintenance Agreement \(Stand-Alone\)](#)
- [Accounts Payable Services \(Schedule No. 118\)](#)
- [Billing and Collections Services \(Stand-Alone\)](#)
- [Billing Performance Test Agreement \(Stand-Alone\)](#)
- [Business Office Support \(Schedule No. 975\)](#)
- [Calling Card Agreement \(Stand-Alone\)](#)
- [Carrier Toll Data Report Services \(Stand-Alone\)](#)
- [Contract Negotiations with Communications Workers of America \(CWA\) \(Schedule No. 145\)](#)
- [Data Processing and Technical Personnel Support Services \(Stand-Alone\)](#)
- [Equal Access Consulting Services \(Stand-Alone\)](#)
- [Establishment of Billing Operations for SBC Long Distance \(Schedule No. 122\)](#)
- [Fixed Asset Processing \(Schedule No. 144\)](#)
- [General Ledger Support Services \(Schedule No. 117\)](#)
- [Human Resources Support Services \(Schedule No. 002\)](#)
- [InterLATA Communications \(Schedule No. 037\)](#)
- [Legal Services \(Stand-Alone\)](#)
- [Network Fraud Control System Support \(Schedule No. 148\)](#)
- [Official Communications \(Schedule No. 017\)](#)
- [Operator Services Support \(Schedule No. 995\)](#)
- [Oracle Financial Support \(Schedule No. 128\)](#)
- [PIC Care Support \(Schedule No. 127\)](#)
- [Provision of Billing Record Formats for Billing System Development \(Stand-Alone\)](#)
- [Provision of PIC/CARE Records for Systems Development \(Stand-Alone\)](#)
- [Residence Service Center Support \(Schedule No. 994\)](#)
- [Responsible Organization \(Schedule No. 168\)](#)
- [Responsible Organization Direct Expenses \(Schedule No. 178\)](#)
- [Revenue and Public Affairs Support \(Schedule No. 047\)](#)
- [Support Services Order \(Schedule No. 904\)](#)
- [Temporary Projects \(Schedule No. 026\)](#)
- [Toll Fraud Monitoring \(Stand-Alone\)](#)
- [Treasury Services \(Schedule No. 018\)](#)

DESIGNATED OPERATOR
SERVICES AGREEMENT
(STAND-ALONE)

General Services Agreement

Description:

Establishes business relationship between SWBT and SBCS. All Schedules are attached by reference to the General Services Agreement.

Status: Active

Agreement (Microsoft Word document - file size 28K)

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Account Maintenance Agreement

Carrier Toll Data Report Services

Description:

Services consist of provision of Carrier Toll Data Report to SBCS. The report consists of information containing SWBT bill data, including interLATA and intraLATA toll data.

Status: Active

States Supported: AR, KS, MO, OK, TX

Pricing Methodology: Fair Market Value

Agreement (*Microsoft Word document - file size 37K*)

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Contract Negotiations with Communications Workers of America (CWA)

Description:

Services consist of contract negotiations with Communications Workers of America.

Status: Active

States Supported: All

Pricing Methodology: Fully Distributed Cost

Agreement (*Microsoft Word format - file size 21K*)

Pricing Addendum (*Microsoft Word format - file size 20K*)

Status: Active

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Data Processing and Technical Personnel Support Services

Description:

Services consist of developing and processing software programs for accounts payable, general ledger, billing systems and marketing systems.

Status: Active

States Supported: All

Pricing Methodology: Fair Market Value

Agreement (*Microsoft Word document - file size 42K*)

Rate Schedule 1 (*Microsoft Word Document - file size 30K*)

Status: Active

Rate Schedule 1 (*Microsoft Word document - file size 23K*)

Status: Superseded

Rate Schedule 2 (*Microsoft Word document - file size 30K*)

Status: Active

Rate Schedule 2 (*Microsoft Word document - file size 29K*)

Status: Superseded

DESIGNATION OPERATOR SERVICE AGREEMENT

ADD >

DESCRIPTION: - - - - -

STATUS: ACTIVE

STATES SUPPORTED: ALL

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PRICING METHODOLOGY: _____**Equal Access Consulting Services
AGREEMENT (LONG)****Description:**

Services consist of customer record information system verification, switch verification and service order issuance for primary interexchange carrier change requests.

Status: Active

States Supported: AR, KS, MO, OK, TX

Pricing Methodology: Prevailing Price

Agreement (Microsoft Word document - file size 52K)[Back to Top](#)

Establishment of Billing Operations for SBC Long Distance**Description:**

Services consist of implementing a fully functional, controlled and monitored billing operations for SBCS.

Status: Active

States Supported: ALL

Pricing Methodology: Fully Distributed Cost

Agreement (Microsoft Word format - file size 21K)Pricing Addendum (Microsoft Word document - file size 20K)

Status: Active

Pricing Addendum (Microsoft Word format - file size 20K)

Status: Superseded

[Back to Top](#)

Fixed Asset Processing**Description:**

Services consist of monthly processing of 10.5 Oracle Fixed Asset System for book and tax, monthly inputs for asset acquisitions, retirements, and transfers; and distribution of monthly reports.

Status: Active

States Supported: ALL

Pricing Methodology: Fully Distributed Cost

Agreement (Microsoft Word document - file size 21K)Pricing Addendum (Microsoft Word format - file size 21K)

Status: Active

DESIGNATED OPERATOR SERVICES AGREEMENT FOR RECORDING SERVICES

This Agreement is entered into by and between Southwestern Bell Telephone Company ("SWBT") and Southwestern Bell Communications Services, Inc., d/b/a Southwestern Bell Long Distance (SBLD), Pacific Bell Long Distance (PBLD), and Nevada Bell Long Distance (NBLD) ("Customer").

1. SWBT will provide Designated Operator Services (DOS) to Customer in accordance with the terms and conditions of SWBT's Access Service Tariff, Section 28, Tariff F.C.C. No. 73, and Kansas Access Service Tariff, Section 28.
2. SWBT will provide Customer the call recording features of DOS pursuant to the terms and conditions of this Agreement, in accordance with requirements of the Federal Communications Commission (FCC) that these features are not to be included in the tariff.
3. With call recording, SWBT's DOS system creates an EMI record for billing purposes for "supervised" completed calls only, processed by the system.
4. In accordance with procedures set forth in Exhibit I, which is attached to and is part of this Agreement, SWBT will provide Customer's call records to Customer.
5. The rates for call recording are set forth in Exhibit II, which is attached to and is part of this Agreement.
6. With respect to any claim or suit, by Customer or by any others, for damages associated with the provision of call recording services, SWBT's liability, if any, shall not exceed an amount equal to the proportionate charge for the call recording service for the period during which the call recording service was affected.
7. This Agreement is wholly subject and subordinate to the provisions of SWBT's Access Service Tariff No. 73, including section 28 of that tariff, entitled Designated Operator Services, any applicable SWBT tariff in Kansas, and the rules, regulations and orders of the FCC, the Kansas Corporation Commission, or any other applicable governmental regulatory authority; and state or federal law. Any conflicts that might arise between the language of the tariff and of this Agreement are to be resolved in favor of the language of the tariff.

PROPRIETARY & CONFIDENTIAL

Not for Disclosure outside of SBC except under written Agreement

8. Any written notice required by this Agreement shall be sent to the following:

SBCLD: Nancy Manley
5850 W. Las Positas Blvd.
Pleasanton, CA 94588

SWBT: Area Manager-Operator Services (DOS)
5400 Foxridge, Room 300
Mission, Kansas 66202
(913) 676-0696

9. This Agreement is effective on the date that SWBT begins to provide DOS to Customer, and will terminate on the date that SWBT's provision of DOS to Customer terminates.

SOUTHWESTERN BELL TELEPHONE COMPANY

By: (Orig. S/B) Johnnie Buck

Title: Area Manager-Operator Services

Date: 12/17/99

SOUTHWESTERN BELL COMMUNICATIONS SERVICES, INC.

By: (Orig. S/B) Nancy B. Manly

Title: Director

Date: 12/14/99

Approved As To Form:

(Orig. S/B) C. L. Rasmussen

C. L. Rasmussen

PROPRIETARY & CONFIDENTIAL

Not for Disclosure outside of SBC except under written Agreement

EXHIBIT I

➤ **LOCATION (INCLUDING CONTACT NAME OR TITLE) TO SEND CALL RECORDS/BILLING RECORDS**

Dallas Data Center
211 S. Akard Street, Suite 200
Dallas, TX. 75202

> **MODE OF TRANSMISSION (ELECTRONIC FILE TRANSFER, DISKETTE, ETC.)**
NDM

File Names:

File Name for CIC "5102" (or "5158"):
SSBCLD_FDOSWCG_ID####_EMI_TYYYYYMMDDHHMMSS.IN

File Name for CIC "0372":
SSBCLD_FDOSPCT_ID####_EMI_TYYYYYMMDDHHMMSS.IN

File Name for CIC "5722":
SSBCLD_FDOSSBC_ID####_EMI_TYYYYYMMDDHHMMSS.IN

Note: Format: "ID" #### is the sequence number

The receiving Node in Dallas: "charger"

➤ **FREQUENCY OF TRANSMISSION (DAILY, WEEKLY, ETC.)**

Daily

PROPRIETARY & CONFIDENTIAL

Not for Disclosure outside of SBC except under written Agreement

EXHIBIT II

Effective 11/01/99 1999

CALL RECORDING:

| <u>Monthly Completed Call Volume</u> | <u>Rate Per Completed Call</u> |
|--------------------------------------|--------------------------------|
| 0-100,000 calls | \$0.0250 |
| 100,001-150,000 calls | \$0.0225 |
| 150,001-200,000 calls | \$0.0200 |
| 200,001-250,000 calls | \$0.0175 |
| 250,001 & above calls | \$0.0100 |

PROPRIETARY & CONFIDENTIAL

Not for Disclosure outside of SBC except under written Agreement

HALL, DENNIS C (SBCLD)

From: HALL, DENNIS C (SBCLD)
Sent: Monday, December 20, 1999 11:55 AM
To: DAVITT, DANIELLE R (SWBT)
Cc: WECKEL, TOM (SBCLD)
Subject: Internet Posting-SWBT2SBCS(addDOSAgreement)

Danielle,

Attachment entitled "Form-Web Site Changes" is request form for change to SBC Telco-SBCLD affiliate agreements on the Internet.


Form-WebSiteChanges
-SWBT2SBCS(addDesOper

Attachment entitled "DOSAgreement" is electronic version of full text agreement to be loaded on the Internet as described on the request form.


DOSAgreement.doc

As indicated on the request form, due date is December 23, 1999.

Thanks,
Dennis

E-MAIL FORM FOR SUBMITTING CHANGES TO WEB SITE

FORM SUBMITTED BY: Dennis Hall
NAME OF COMPANY: SBCS, Inc. (SBC Long Distance)
DATE SUBMITTED: December 14, 1999
TELEPHONE NUMBER: 925-468-5217

PROJECT:
SBC Web Site

SHORT DESCRIPTION/TITLE:
Changes to "Non-Tariffed Services Provided by Pacific Bell to Southwestern Bell Communications Services, Inc. - Network Operations Services"

URL OF PAGE TO BE CHANGED OR LOCATION OF NEW PAGES:
http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/pb2sbc_nts.html
and
http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/pb2sbc_nts.html#7

DESCRIBE CHANGE:
RFC PRIORITIZATION STATEMENT: DUE DATE IS LESS THAN 7 DAYS WITH A MANDATORY SETTING OF "HIGH" PRIORITY. SBCS IS REQUIRED BY THE FEDERAL TELECOMMUNICATIONS ACT OF 1996 (FTA), AND RELATED RULES ISSUED BY THE FCC, TO PUBLICLY DISCLOSE ON THE INTERNET, ALL AFFILIATE TRANSACTIONS AGREEMENTS BETWEEN SBCS AND ITS AFFILIATED BELL OPERATING COMPANIES, WITHIN 10 CALENDAR DAYS OF EXECUTION OF SUCH AGREEMENTS. FAILURE TO COMPLY WITH THE FTA, AND RELATED FCC RULES, COULD RESULT IN FCC NON-APPROVAL OR REVOCATION OF SBCS' AUTHORITY TO PROVIDE IN-REGION, INTERLATA TELECOMMUNICATIONS SERVICES.

RFC Description: A new agreement (Schedule 622, entitled "Network Operations Services") has been executed between Pacific Bell and Southwestern Bell Communications Services, Inc. This new agreement and associated pricing addendum need to be posted on the Internet.

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- (1) Please add the following agreement name and establish as a hyperlink on the index page as the 10th bullet item on the list of agreements at http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/pb2sbc_nts.html as described below (**addition shown in bold**):

- Network Integration Professional Services (Stand-Alone)
- **Network Operations Services (Schedule No. 622)**

[<= Add]

12/17/99 - ASSIGNED RFC # 3350
12/17/99 - OKAY ON NEW SITE
12/17/99 - OKAY ON LIVE SITE

- Procurement Services (Schedule No. 539)

- (2) Please add the following agreement information and full text agreements following the "Network Integration Professional Services" agreement information located at http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/pb2sbc_nts.html#7 as described below (**additions shown in bold**):

Network Operations Services

Description:

Services consist of providing toll free number administration and providing single point of contact for toll free number issue resolution.

Status: Active

States Supported: All

Pricing Methodology: Fully Distributed Cost

Agreement

[<= Load Schedule 622 here]

Pricing Addendum

[<= Load Pricing Addendum 622 here]

Status: Active

=====

DEADLINE:

17-December-99

TIME OF DAY:

1700

DEADLINE TYPE:

- Release BY date ...X
- Release ON date ...
- Release AFTER date ...

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RELATED LINKS

Non-Tariffed Services Provided by Pacific Bell to Southwestern Bell Communications Services, Inc.

- 1. General Administrative Services Agreement (Contract No. 975512)
- 2. Billing and Collection Services (Stand-Alone)
- 3. Billing Performance Test Agreement (Stand-Alone)
- 4. Billing Services (Schedule No. 511)
- 5. Billing Solutions Technology (Schedule No. 511)
- 6. Business Communications Services (Schedule No. 510)
- 7. Consumer Communications Services (Schedule No. 513)
- 8. Network Integration (Schedule No. 517)
- 9. Network Integration Professional Services (Stand-Alone)
- 10. Procurement Services (Schedule No. 539)
- 11. Promotional Billing (Schedule No. 507)
- 12. Provision of Billing Record Formats for Billing System Development (Stand-Alone)
- 13. Provision of PIC/CARE Records for Systems Development (Stand-Alone)
- 14. Regulatory Services (Schedule No. 547)
- 15. Service Operations Services (Schedule No. 530)
- 16. Information Technology (Schedule No. 501)
- 17. Temporary Labor Services (Schedule No. 526)
- 18. Toll Fraud Monitoring (Stand-Alone)
- 19. Year 2000 Services (Schedule No. 505)

10

NETWORK OPERATIONS SERVICES (SCHEDULE NO. 622)

General Services Agreement

Description:

Establishes business relationship between PB and SBCS. All Schedules are attached by reference to the General Services Agreement.

Status: Active

Agreement (Microsoft Word document - file size 34K)

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Memorandum of Understanding for Billing and Collection Services

Description:

Services consist of modifications to PB billing system to accommodate SBCS billing and collection services.

Status: Active

States Supported: CA

Pricing Methodology: Tariff

Agreement (Word format - file size 26K)

Billing and Collection Services Rate Schedule (Microsoft Word document - file size 22K)

Status: Active

[Back to Top](#)**Network Integration Professional Services****Description:**

Services consist of provision of technical consultation on SBCS internal administrative network. PB shall provide such services related solely to SBCS internal network, and not related in any way to facilities used for the provision of service to SBCS customers.

Status: Terminated effective January 22, 1999

States Supported: All

Pricing Methodology: Fair Market Value

Agreement (Microsoft Word document - file size 27K)

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INSTALL
AT HTML #7

ADD

> NETWORK OPERATIONS SERVICES**Procurement Services****DESCRIPTION:****STATUS:****STATES SUPPORTED:****Description:**

Services consist of mail services; information directory services; centralized distribution center database management; centralized distribution center material storage and fulfillment; and centralized distribution center voice, e-mail and fax services.

Status: Active

States Supported: All

Pricing Methodology: Fully Distributed Cost

Agreement (Microsoft Word document - file size 32K)

Pricing Addendum (Microsoft Word document - file size 24K)

Status: Active

Pricing Addendum (Microsoft Word document - file size 24K)

Status: Superseded

Pricing Addendum (Microsoft Word document - file size 24K)

Status: Superseded

Pricing Addendum (Microsoft Word document - file size 24K)

Status: Superseded

PRICING METHODOLOGY: FDC

AGREEMENTS

PRICING ADDENDUMS

[Back to Top](#)**Promotional Billing****Description:**

Services consist of system enhancements to enable PIC change charges to be billed to the end user carrier of choice, rather than being billed to the end user customer.

Status: Active

States Supported: All

Pricing Methodology: Fully Distributed Cost

Agreement (Microsoft Word document - file size 22K)

Pricing Addendum (Microsoft Word document - file size 24K)

Status: Active

Pricing Addendum (Microsoft Word document - file size 24K)

Status: Superseded

SERVICES: NETWORK OPERATIONS SERVICES

The following provisions shall apply to Network Operations Services (the "Services") furnished to Southwestern Bell Communications Services, Inc. ("Buyer") by Pacific Bell ("Seller") pursuant to this Schedule and the General Services Agreement (the "Agreement") to which it is attached and of which it forms a part:

Section 1. SCOPE OF SERVICES

Services covered under this Schedule shall consist of those functions performed by Seller as hereafter specifically described below and in individual Pricing Addenda attached hereto.

This service may include but not be limited to providing Toll Free Number Administration (TFN Administration) that utilizes Seller's Carrier Identification (CIC's) and providing single point of coordination for trouble resolution. This will also include building basic records, CIC's and Area of Service (AOS) in the SMS/800 database. Pacific Bell Toll Free Service Center will provide 24 hour/7 days a week contact to resolve trouble and maintenance issues. They will coordinate testing of newly installed TFN's to the customer. In addition, they will provide data reports to affiliate on weekly/monthly basis and on an as needed basis.

Section 2. PRICE

Buyer agrees to pay for the Services provided by Seller in accordance with the fee schedule set forth in the Pricing Addendum attached hereto and by reference made a part hereof.

SECTION 3. TERMS

This Schedule will cover the period from January 1, 2000 to December 31, 2000, and will continue thereafter until canceled in writing by either party, as provided in the Agreement.

Section 4. LIMITATION OF LIABILITY

PACIFIC BELL WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ATTRIBUTABLE TO OR RESULTING FROM ITS PERFORMANCE HEREUNDER. In no event will Pacific Bell's liability for damages caused by its failure to supply material or perform services in a proper or timely manner exceed the amount paid by Buyer to Seller for such materials or services.

IN WITNESS WHEREOF, the parties have caused this Schedule to be executed, in duplicate, by their duly authorized representative as of the dates set forth below.

BUYER:
Southwestern Bell Communications Services, Inc.

By: (Orig. S/B) Dennis Hall
Name: Dennis Hall
Title: Corporate Manager – Regulatory
Date: 12/14/99

SELLER:
Pacific Bell

By: (Orig. S/B) Karol M. Sweitzer
Name: Karol Sweitzer
Title: Exec. Dir. – Financee
Date: 10/4/99

NETWORK OPERATIONS SERVICES
PRICING ADDENDUM
2000

- A. This service may include but not be limited to providing Toll Free Number Administration (TFN Administration) that utilizes Seller's Carrier Identification (CIC's) and providing single point of coordination for trouble resolution. This will also include building basic records, CIC's and Area of Service (AOS) in the SMS/800 database. Pacific Bell Toll Free Service Center will provide 24 hour/7 days a week contact to resolve trouble and maintenance issues. They will coordinate testing of newly installed TFN's to the customer. In addition, they will provide data reports to affiliate on weekly/monthly basis and on an as needed basis. The fees to be paid by Southwestern Bell Communications Services, Inc. ("Buyer") for the Services provided by Pacific Bell ("Seller") pursuant to this Schedule 622 will be as follows:

| <u>Bill Reference No.</u> | <u>Item No.¹</u> | <u>Service</u> | <u>Price/Cost Method²</u> | |
|---------------------------|-----------------------------|--|--------------------------------------|----|
| A 820-622-018 | | RESP ORG – Toll Free Service | | |
| | | • (40) OSA3 - Supervisor | \$138.37/hr | F* |
| | | • (40) WS8 - Maintenance Administrator | \$117.70/hr | F* |

Any additional direct expenses will be passed through to Buyer as incurred.

- B. Coordinators for the Services to be provided pursuant hereto will be as follows:

Buyer: Dennis Hall (925-468-5217)
Southwestern Bell Communications Services, Inc.
5850 W. Los Positas Blvd., Rm. 244
Pleasanton, CA 94588

Seller: Phil Tripp (619-886-1542)
Pacific Bell
7337 Trade St., Rm. 3600
San Diego, CA 92121

| | | | |
|-------------|---------------------------------------|-------------|--------------------------------------|
| BUYER: | <u>(Orig. S/B) Dennis Hall</u> | SELLER: | <u>(Orig. S/B) Renda L. Smith</u> |
| Print Name: | <u>Dennis Hall</u> | Print Name: | <u>Renda L. Smith</u> |
| Title: | <u>Corporate Manager - Regulatory</u> | Title: | <u>Corp. Mgr. - Affiliate Issues</u> |
| Date: | <u>December 14, 1999</u> | Date: | <u>October 1, 1999</u> |

** Frequency Provided: Occasionally
** Employees Involved: Management and Non-management
** State Applicability: All

¹For internal use only

²Cost Method: F = Fully Distributed, F+ = Fully Distributed + 10%, M = Fair Market Value, C = Change,
A = Add

Invoices will be due and payable net thirty (30) days from the invoice date. All late payments will be subject to a charge of 1.50% per month on the unpaid balance.

HALL, DENNIS C (SBCLD)

From: HALL, DENNIS C (SBCLD)
Sent: Tuesday, December 14, 1999 9:36 AM
To: DAVITT, DANIELLE R (SWBT)
Cc: WECKEL, TOM (SBCLD)
Subject: Internet Posting-PB2SBCS(addNetOpsSrvs)

Danielle,

Attachment entitled "Form-Web Site Changes" is request form for change to SBC Telco-SBCLD affiliate agreements on the Internet.


Form-WebSiteChanges
-PB2SBCS(addNetOpsSrv

Attachment entitled "Schedule 622" is electronic version of full text agreement to be loaded on the Internet as described on the request form.


Schedule622.doc

Attachment entitled "Pricing Addendum 622" is electronic version of full text pricing addendum to be loaded on the Internet as described on the request form.


PricingAddendum622.d
oc

As indicated on the request form, due date is December 17, 1999.

Thanks,
Dennis

E-MAIL FORM FOR SUBMITTING CHANGES TO WEB SITE

FORM SUBMITTED BY: Dennis Hall
NAME OF COMPANY: SBCS, Inc. (SBC Long Distance)
DATE SUBMITTED: October 8, 1999
TELEPHONE NUMBER: 925-468-5217

PROJECT:

SBC Web Site

SHORT DESCRIPTION/TITLE:

Changes to "Non-Tariffed Services Provided by Southwestern Bell Telephone Company to Southwestern Bell Communications Services, Inc. – Support Services Order"

URL OF PAGE TO BE CHANGED OR LOCATION OF NEW PAGES:

http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html
and

http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html#27

DESCRIBE CHANGE:

A new schedule and pricing addendum (904 – Support Services Order) has been entered into between Southwestern Bell Telephone Company and Southwestern Bell Communications Services, Inc. This new schedule and pricing addendum need to be posted on the Internet.

+++++

(1) Please add the following agreement name and establish as a hyperlink on the Index page as the 27th bullet item on the list of agreements located at http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html as described below (**addition shown in bold**):

- Revenue and Public Affairs Support (Schedule No. 047)
- **Support Services Order (Schedule No. 904)** ✓
- Temporary Projects (Schedule No. 026)

+++++

(2) Please establish

http://www.sbc.com/PublicAffairs/PublicPolicy/Regulatory/swb2sbc_nts.html#27

☐ 10/11/99 – ASSIGNED RFC # 2910
☐ 10/13/99 – OKAY ON DEV. SITE.
☐ 10/13/99 – OKAY ON LIVE SITE.

and add the following agreement information and two (2) full text documents as described below (**additions shown in bold**):

Support Services Order

Description:

Services consist of utilization of SWBT Remittance Operations Center personnel and remittance processing equipment to provide the receipt, sorting, processing, depositing, transmitting and reporting of SBCS invoice payments from SBCS customers.

Status: Active

States Supported: All

Pricing Methodology: Fair Market Value

Agreement

[<= Load Schedule 904 here]

Pricing Addendum

[<= Load Pricing Addendum 904 here]

Status: Active

+++++

DEADLINE:

13-October-99

TIME OF DAY:

1700

DEADLINE TYPE:

- Release BY date ...X
- Release ON date ...
- Release AFTER date ...

Telephone • Public Affairs • Community • Non-Tariffed Services • Internet • Network Services • International

Public Affairs

Regulatory-Southwestern Bell Non-Tariffed Services

Non-Tariffed Services Provided by Southwestern Bell Telephone Company to Southwestern Bell Communications Services, Inc.

- 1 • General Services Agreement (General Services Agreement)
- 2 • Account Maintenance Agreement (Stand-Alone)
- 3 • Accounts Payable Services (Schedule No. 118)
- 4 • Billing and Collections Services (Stand-Alone)
- 5 • Billing Performance Test Agreement (Stand-Alone)
- 6 • Business Office Support (Schedule No. 975)
- 7 • Calling Card Agreement (Stand-Alone)
- 8 • Carrier Toll Data Report Services (Stand-Alone)
- 9 • Contract Negotiations with Communications Workers of America (CWA) (Schedule No. 145)
- 10 • Data Processing and Technical Personnel Support Services (Stand-Alone)
- 11 • Equal Access Consulting Services (Stand-Alone)
- 12 • Establishment of Billing Operations for SBC Long Distance (Schedule No. 122)
- 13 • Fixed Asset Processing (Schedule No. 144)
- 14 • General Ledger Support Services (Schedule No. 117)
- 15 • Human Resources Support Services (Schedule No. 002)
- 16 • InterLATA Communications (Schedule No. 037)
- 17 • Legal Services (Stand-Alone)
- 18 • Network Fraud Control System Support (Schedule No. 148)
- 19 • Official Communications (Schedule No. 017)
- 20 • Operator Services Support (Schedule No. 995)
- 21 • Oracle Financial Support (Schedule No. 128)
- 22 • PIC Care Support (Schedule No. 127)
- 23 • Provision of Billing Record Formats for Billing System Development (Stand-Alone)
- 24 • Provision of PIC/CARE Records for Systems Development (Stand-Alone)
- 25 • Residence Service Center Support (Schedule No. 994)
- 26 • Revenue and Public Affairs Support (Schedule No. 047)
- 27 • Temporary Projects (Schedule No. 026)
- Toll Fraud Monitoring (Stand-Alone)
- Treasury Services (Schedule No. 018)

IN THIS SECTION

Tariffs
CDI Plans
and Amendments

Affiliate Agreements

Network
Disclosures
Notices
Other Documents

RELATED LINKS

General Services Agreement

Description:

Establishes business relationship between SWBT and SBCS. All Schedules are attached by reference to the General Services Agreement.

Status: Active

Agreement (PDF format - file size 261K)

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Pricing Methodology: Fully Distributed Cost Agreement (PDF format - file size 80K)

Pricing Addendum (Microsoft Word document - file size 20K)
Status: Active

Pricing Addendum (PDF format - file size 46K)
Status: Superseded

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Revenue and Public Affairs Support

Description:

Services consist of review of legislative activities and consultation on state and federal regulatory issues.

Status: Active

States Supported: AR, KS, MO, OK, TX

Pricing Methodology: Fully Distributed Cost
Agreement (Microsoft Word document - file size 21K)

Pricing Addendum (Microsoft Word document - file size 22K)
Status: Active

Pricing Addendum (Microsoft Word document - file size 24K)
Status: Superseded

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> SUPPORT SERVICE ORDER

Temporary Projects

DESCRIPTION:

STATUS:

Description:

Services consist of temporary support and consultation for general administrative services.

STATES SUPPORTED:

PRICING METHODOLOGY:

AGREEMENT

Status: Active

States Supported: All

Pricing Methodology: Fully Distributed Cost

PRICING ADDENDUM

Agreement (Microsoft Word document - file size 21K)

Pricing Addendum - Billing No. 300-026-XXX
(Microsoft Word document - file size 25K)

Status: Singular Transaction on September 13, 1999

Pricing Addendum - Billing No. 300-026-XXX
(Microsoft Word document - file size 22K)

Status: Singular Transaction on August 16, 1999

Pricing Addendum - Billing No. 300-026-XXX
(Microsoft Word document - file size 22K)

Status: Singular Transaction on July 15, 1999

SERVICE: SUPPORT SERVICES ORDER

The following provisions will apply to Support Services Order (the "Services") furnished to Southwestern Bell Communications Services, Inc. ("Buyer") by Southwestern Bell Telephone Company ("Seller") pursuant to this Schedule and the General Services Agreement (the "Agreement") to which it is attached and of which it forms a part:

SECTION 1. SCOPE OF SERVICES

Services furnished under this Schedule will consist of the utilization of Seller's Finance Operation's Remittance Operations Center (ROC) personnel and remittance processing equipment to provide for the receipt, sorting, processing, depositing, transmitting and reporting of Buyer's invoice payments from Buyer's customer. The Buyer's payments are mailed by its customers to a unique post office box and delivered to the Seller's ROC. At the ROC, the payments are run through high speed sorting and processing equipment as a separate batch(s). The money associated with these payments is deposited by the Seller into the Buyer's bank account. A separate file is also produced by the Seller that is delivered to the Buyer so that the Buyer can update its Accounts Receivable System.

SECTION 2. PRICE

Buyer agrees to pay for the Services provided by Seller in accordance with the fee schedule set forth in the Pricing Addendum attached hereto and by this reference made a part hereof.

SECTION 3. TERM

This Schedule will cover the period from January 1, 1999 to December 31, 1999, and will continue thereafter until canceled in writing by either party, as provided in the Agreement.

SECTION 4. LIMITATION OF LIABILITY

SELLER WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ATTRIBUTABLE TO OR RESULTING FROM ITS PERFORMANCE HEREUNDER. In no event will Seller's liability for damages caused by its failure to supply material or perform services in a proper or timely manner exceed the amount paid by Buyer to Seller for such materials or services.

IN WITNESS WHEREOF, the parties have caused this Schedule to be executed, in duplicate, by their duly authorized representatives as of the dates set forth below.

BUYER:

Southwestern Bell Communications
Services, Inc.

BY: (Orig. S/B) Dennis Hall

TITLE: Corporate Manager - Regulatory

DATE: October 11, 1999

SELLER:

Southwestern Bell Telephone Company

BY: (Orig. S/B) Karol M. Sweitzer

TITLE: Executive Director - Finance

DATE: September 29, 1999

SUPPORT SERVICES ORDER
PRICING ADDENDUM
1999

- A. The fees to be paid by Southwestern Bell Communications Services, Inc. (Buyer) for Services provided by Southwestern Bell Telephone Company (Seller) pursuant to this Schedule 904 will be as follows:

| <u>Bill Reference No.</u> | <u>Service</u> | <u>Price/Cost Method*</u> |
|---------------------------|--------------------------------|---------------------------|
| 300-904-001 | Non-Scannable Return Documents | \$00.40/item M |
| 300-904-002 | Program Development: | |
| | Junior Programmer | \$70.00/hour M |
| | Programmer/Analyst | \$70.00/hour M |
| | Senior Programmer/Analyst | \$78.00/hour M |
| | Systems Analyst | \$98.00/hour M |
| | Systems Manager | \$92.00/hour M |
| | Systems Consultant | \$110.00/hour M |
| 300-904-003 | Scannable Documents | \$00.095/item M |
| 300-904-004 | Multiple Transactions | \$00.22/item M |
| 300-904-006 | Exception Items | \$00.25/item M |

ANY ADDITIONAL DIRECT EXPENSES WILL BE PASSED THROUGH TO BUYER AS INCURRED.
PRICE MAY INCLUDE BANK CHARGES, AS APPROPRIATE.

- B. Coordinators for the Services to be provided pursuant hereto will be as follows:

Buyer: Dennis Hall
Southwestern Bell Communications Services, Inc.
5850 West Las Positas Blvd., Room 244
Pleasanton, CA 94588

Seller: Jerry McKay 214-464-0543
Southwestern Bell Telephone Company
Two Bell Plaza, Room 1390
Dallas, Texas 75202

Buyer: (Orig. S/B) Dennis Hall

Seller: (Orig. S/B) Ethel McFall

Print Name: Dennis Hall

Print Name: Ethel McFall

Title: Corporate Manager-Regulatory

Title: Corporate Manager-Affiliate Issues

Date: 10/11/99

Date: 10/07/99

*Cost Method: F = Fully Distributed, M = Fair Market Value, C = Change, A = Add

Invoices will be due and payable net thirty (30) days from the invoice date. All late payments will be subject to a charge of 1.50% per month on the unpaid balance.

HALL, DENNIS C (SBCLD)

From: HALL, DENNIS C (SBCLD)
Sent: Friday, October 08, 1999 3:46 PM
To: DAVITT, DANIELLE R (SWBT)
Cc: WECKEL, TOM (SBCLD)
Subject: Internet Posting-SWBT2SBCS(newSuppSrvsOrder)

Danielle,


Attachment entitled "Form-Web Site Changes" is request form for change to SBC Telco-SBCLD affiliate agreements on the Internet.


Form-WebSiteChanges
(SWBT2SBCS-SupSrvsOrd)

Attachment entitled "Schedule 904" is full text agreement to be loaded on the Internet as described on the request form.


Schedule904.doc

Attachment entitled "Pricing Addendum 904" is full text pricing addendum to be loaded on the Internet as described on the request form.


PricingAddendum904.d
oc

As indicated on the request form, due date is October 13, 1999.

Thanks,
Dennis

B

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Services****News
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at SBC****Investor
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Transfer of Assets from Southwestern Bell Communications Services, Inc. to Southwestern Bell Telephone Company

- **Purchase of COE Material Assets**
- **Purchase of Personal Computer Equipment**

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Purchase of COE Material Assets

Description:

Assets purchased consist of central office equipment useful to Southwestern Bell Telephone Company for the provision of local exchange service. Such central office equipment assets were no longer useful to Southwestern Bell Communications Services, Inc.

Specific Service Elements:

Under the Agreement executed on October 2, 1997, Southwestern Bell Telephone Company purchased central office equipment from Southwestern Bell Communications Services, Inc. at the lesser of the net book value and the fair market value of the assets.

The fair market value rate paid by client for transfer of central office assets is:

| | |
|--------------------------|-----------------|
| Four (4) DMS250 Switches | \$16,654,863.00 |
| Transportation System | \$5,305,498.00 |
| Leasehold Improvements | \$1,154,405.00 |
| Miscellaneous Equipment | \$1,857,053.00 |

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Purchase of Personal Computer Equipment

Description:

Assets purchased consist of personal computer equipment useful to Southwestern Bell Telephone Company for the provision of local exchange service technical training to Southwestern Bell Telephone Company employees. Such personal computer assets were no longer

useful to Southwestern Bell Communications Services, Inc.

Specific Service Elements:

Under the Memorandum of Understanding dated December 1, 1997, Southwestern Bell Telephone Company purchased personal computer equipment from Southwestern Bell Communications Services, Inc. at the lesser of the net book value and the fair market value of the assets.

The fair market value rate paid by client for transfer of personal computer assets is:

Seventeen (17) Personal Computers \$27,476.25



| | | |
|---|--------------------------------|---|
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